

## National Grid engineers in East Anglia braced for New Year calls

East Anglia engineers on call to deal with gas emergencies 24/7 over the festive period

31 Dec 2014

- **More than 1400 call-outs across East Anglia last Christmas and New Year**
- **Stay safe – ring 0800 111 999 if you smell gas**

As party-goers in East Anglia gear up for their New Year's Eve celebrations, National Grid engineers will be putting the festivities on the back-burner as they prepare to deal with gas emergencies across the region.

National Grid is urging people to ring the National Gas Emergency Service on 0800 111 999 if they smell gas – even on New Year's Eve or New Year's Day.

During the Christmas and New Year period last year, engineers responded to 1441 emergency calls in East Anglia (breakdown by area below), with 167 of these on New Year's Eve and New Year's Day. They will be expecting similar numbers this year.

**Norwich, 218; Peterborough 123; Bury St Edmunds and Ipswich, 142; Cambridge, 127; Luton and Bedford, 243; Watford and Hemel Hempstead, 256; Harlow and Bishop's Stortford, 127; and Chelmsford, Braintree and Clacton areas, 205.**

The company is reminding people to make a note of the emergency number and not to hesitate to call it if they have a problem with their gas supply or suffer the symptoms of carbon monoxide poisoning - headaches, dizziness, nausea, breathlessness, collapse and loss of consciousness.

Faulty or badly maintained gas appliances can leak deadly carbon monoxide (CO) gas, causing death or serious injury. In a recent inspection in East Anglia it was estimated that one in 5 of gas boilers, cookers and fires were faulty – and potentially lethal.

Some 40 people a year die of carbon monoxide poisoning and a further 4,000 people seek treatment for symptoms of the deadly gas but National Grid has three simple life-saving tips to keep people safe:

- Ensure gas appliances are installed, maintained and fixed by a Gas Safe registered engineer
- Get your gas appliances checked annually by a Gas Safe registered engineer
- As a backup, buy and install an audible carbon monoxide detector. They can be bought for as little as £15, are simple to install and could save your life

A list of Gas Safe Registered engineers, who are qualified to work legally and safely on gas appliances, is available on the [www.gassaferegister.co.uk](http://www.gassaferegister.co.uk) website. Further information about the National Gas Emergency Service, along with advice about gas safety and helpful videos, can be found on at [www.nationalgrid.com](http://www.nationalgrid.com)

- Ends -

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**Notes to Editors:**

National Grid has two contracted organisations carrying out gas mains replacement work on its behalf. They are: tRiIO, a partnership between Skanska and Morrison Utility Services, in North London, East Anglia and the East of England and Balfour Beatty in the West Midlands and North West.

National Grid is one of the largest investor-owned energy companies in the world and has been named Responsible Business of the Year 2014 by Business in the Community. We own and manage the grids that connect people to the energy they need, from whatever the source. In Britain and the north-eastern states of the US we run systems that deliver gas and electricity to millions of people, businesses and communities.

In Britain, we run the gas and electricity systems that our society is built on, delivering gas and electricity across the country. In the North Eastern US, we connect more than seven million gas and electric customers to vital energy sources, essential for our modern lifestyles.

National Grid in the UK:

- We own the high-voltage electricity transmission network in England and Wales, operating it across Great Britain
- We own and operate the high pressure gas transmission system in Britain
- Our gas distribution business delivers gas to 10.9 million homes and businesses
- We also own a number of related businesses including LNG importation, land remediation and metering
- National Grid manages the National Gas Emergency Service free phone line on behalf of the industry - 0800 111 999 (all calls are recorded and may be monitored).
- Our portfolio of other businesses is mainly concerned with infrastructure provision and related services where we can exploit our core skills and assets to create value. These businesses operate in areas such as Metering, Grain LNG Import, Interconnectors and Property. National Grid Carbon Ltd is a wholly owned subsidiary of National Grid. It undertakes Carbon Capture Storage related activities on behalf of National Grid.

National Grid in the US:

- National Grid delivers electricity to approximately 3.4 million customers in New England and upstate New York
- We own 3.8 gigawatts of contracted electricity generation, providing power to over one million LIPA customers
- We are the largest distributor of natural gas in northeastern U.S., serving approximately 3.5 million customers in New York, Massachusetts and Rhode Island.

Find out more about the energy challenge and how National Grid is helping find solutions to some of the challenges we face at [www.nationalgridconnecting.com](http://www.nationalgridconnecting.com)

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Notes for editors

**Notes to Editors:**

National Grid is pivotal to the energy systems in the UK and the north eastern United States. We aim to serve customers well and efficiently, supporting the communities in which we operate and making possible the energy systems of the future.

**National Grid in the UK:**

- We own and operate the electricity transmission network in England and Wales, with day-to-day responsibility for balancing supply and demand. We also operate, but do not own, the Scottish networks. Our networks comprise approximately 7,200 kilometres (4,474 miles) of overhead line, 1,500 kilometres (932 miles) of underground cable and 342 substations.
- We own and operate the gas National Transmission System in Great Britain, with day-to-day responsibility for balancing supply and demand. Our network comprises approximately 7,660 kilometres (4,760 miles) of high-pressure pipe and 618 above-ground installations.
- As Great Britain's System Operator (SO) we make sure gas and electricity is transported safely and efficiently from where it is produced to where it is consumed. From April 2019, Electricity System Operator (ESO) is a new standalone business within National Grid, legally separate from all other parts of the National Grid Group. This will provide the right environment to deliver a balanced and impartial ESO that can realise real benefits for consumers as we transition to a more decentralised, decarbonised electricity system.
- Other UK activities mainly relate to businesses operating in competitive markets outside of our core regulated businesses; including interconnectors, gas metering activities and a liquefied natural gas (LNG) importation terminal – all of which are now part of National Grid Ventures. National Grid Property is responsible for the management, clean-up and disposal of surplus sites in the UK. Most of these are former gas works.

Find out more about the energy challenge and how National Grid is helping find solutions to some of the challenges we face at <https://www.nationalgrid.com/group/news>

National Grid undertakes no obligation to update any of the information contained in this release, which speaks only as at the date of this release, unless required by law or regulation.

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